



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES
ADMINISTRATIVE SERVICES
ANDREW JACKSON BUILDING
500 DEADERICK STREET, 15TH FLOOR
NASHVILLE, TENNESSEE 37243**

MEMORANDUM

To: DMRS Community Providers

From: Stephen H. Norris

Re: Payment Correction

Date: September 17, 2007

CC: Fred Hix, John Craven, Debbie Norris, Kathleen Clinton, Carolyn Lantz, C.J. McMorran, Kay Marshall, Janie Warren, Lucia Beiler, Olive Johnson

A glitch in our system caused a portion of payments on the reimbursement you just received to be omitted. This affected only those claims where there was an updated certification date in the billed month. You can identify the affected claims by looking at detailed information found on the **Provider Remittance Advice** you just received. They will be the ones where the Amount Invoiced and the Amount Paid are different but there is no information in the EOB column.

We are working diligently to get the additional dollars to you. Look for that towards the end of this week. At the same time, we will be sending a supplemental **Provider Remittance Advice** to show the specific individuals and dollars involved.

Another problem came with the payment for services prior to July 2007. That is in another state fiscal year and caused some delays resulting in some cases, deposit on September 12th or 13th instead of the anticipated date of September 11th. These issues have been resolved and will not affect future processing.

Since this was the first payment cycle with claims going first to TennCare, the remittance advice information will look much different. If there were therapy assessments billed for July, they were not paid this time. These payments will be shown with the August services reimbursement.

If you have questions, we are offering some new resources:

The Billing Hot Line number is 1-866-858-0570. This is also indicated on each page of the remittance advice.

The DMRS Web Site has a link on the For Providers page that gives an interpretation of the Explanation of Benefits (EOB) codes on your remittance advice. http://www.state.tn.us/dmrs/provider_agencies/EOB_Codes.pdf

You may fax the attached form to 615-253-6713 or for **denied claims only** e-mail the form to Janie.warren@state.tn.us.

Attachment